

European Campsite Services Limited Job Description

Job Title	Park Manager
Reports To	Regional Manager
Direct Reports	Assistant Park Managers

As a Park Manager you will live and work on your given campsite throughout the season. You will therefore be responsible for the welfare and well-being of Happy Camp clients at all times. You will be the clients' host from the moment their holiday starts at your campsite until the moment their holiday finishes. You will be the first point of contact for Happy Camp clients throughout their stay, therefore creating a positive impression of yourself and of Happy Camp. In order to achieve this, you will be responsible for the following duties:

Client Care

- You will prepare the Happy Camp reception area, making it attractive, customer-friendly and welcoming, by furnishing it with flowers, posters of local places of interest and a folder of useful information to include details of medical services and transport timetables.
- You will be required to be on reception duty daily (except for your rest day) to respond to client queries. You will ensure that the reception area is kept clean and is maintained to a high standard. On most campsites there will be no reception session on Saturday in high season, as this is the main departure and arrival day. However, if there are no or very few client arrivals, reception will also be open on Saturday morning and evening.
- Client visits will be made daily in order to maintain a high profile on the campsite.
- At all times you will be required to liaise with campsite staff and management on behalf of clients and Happy Camp. Therefore, a good working relationship must be established and maintained. In all circumstances you must work for the best interests of Happy Camp. In the event that there is a conflict of interest between Happy Camp and the campsite regulations, you must inform your Regional Manager immediately.
- On arrival days you will be responsible for meeting and greeting clients, for showing them to their accommodation and for making them aware of campsite rules and regulations. You will be responsible for completing all required paperwork and administrative tasks.
- In preparation for clients' departure, you will visit them to make them aware of the procedures for check-out and the hours during which they can leave their accommodation.
- During the season, once clients leave you will need to ensure that mobile homes and tents are cleaned and presented to the highest standard for the next family arriving.
- You will be responsible for all aspects of linen hire on your site.
- You will need to clean mobile homes and tents both inside and out at the start of the season and at regular periods throughout the season.



- At the end of the season you will need to thoroughly clean mobile homes and tents to ensure they are prepared for the winter.

Staff Management

You will have responsibility for managing any Assistant Park Managers who may be working on your campsite, either throughout the season or for short periods when business demands dictate.

Collection and Return of Client Deposits

Happy Camp's policy is to retain a deposit from each client on arrival to cover cleaning and breakages. You will be responsible for the collection, safe-keeping and return of client deposits, as described in company guidelines, as follows:

- You will issue a written receipt to the client upon payment of their deposit at the start of their holiday and for any other monies collected.
- When the client is due to depart you must check their accommodation to ensure that all equipment is still present and intact, that all fixtures and fittings are still in good working order, that no personal belongings have been left behind, and that the accommodation is clean and can be prepared in time for the next arrival.
- Wherever possible, you should obtain the deposit receipt from the client and request their signature as confirmation that their deposit monies have been returned. The signed receipt should be returned to the client for their records. Any deductions made must be clearly shown on both copies of the receipt and must be signed by the client.

Administration

You will be required to complete all required paperwork, as described in company guidelines. This will include:

- Weekly charting of bookings based on the latest arrivals information. Wherever possible, units should be allocated according to clients' requests and any special requirements noted and met.
- Completion and submission of on-site booking forms.
- Completion and submission of advance booking forms.
- Completion and submission of incident reports.
- Maintaining a campsite diary in which to record any incidents that may occur during the season, e.g. complaints, accidents, early client departures, etc. It is your responsibility to ensure that any incidents that occur whilst you are on duty are recorded and that you make the Assistant Park Manager(s) aware at the earliest available opportunity of any ongoing issues which may require their attention or action.
- Maintaining a record of expenditure incurred, including usage of campsite fax and photocopying facilities.
- Completion and submission of expenses forms.
- Completion and submission of paperwork as required throughout the season, for example staffing, equipment and inventory documentation.

Basic Maintenance

You will be responsible for basic maintenance, including cleanliness and tidiness of client accommodation and the surrounding area. You will ensure that clients have full use of their accommodation facilities by maintaining them in good working order and by undertaking necessary minor repairs.

Types of maintenance work you will be expected to undertake are as follows (this list is not exhaustive):

- Replacing light bulbs;
- Repairing or replacing cupboard hinges;
- Replacing cupboard handles;
- Unblocking bathroom and kitchen sinks and shower traps;
- Basic plumbing repairs;
- Replacing toilet hinges;
- Replacing or repairing light switches and sockets;
- Replacing or repairing Tent Power Units (TPUs);
- Repairing or replacing sink and shower taps;
- Repairs to tent inners;
- Replacing damaged side or door panels to tents;
- Repairing tent zips, where this is possible;
- Basic maintenance of air conditioning units, where these are fitted;
- Changing gas bottles.

Campsite management provide water and electricity. However, in the event of either of these services being lost, you will be the clients' first port of call and you may therefore have to liaise with Campsite management to re-instate the service.

Health & Safety and COSHH

You will take full responsibility for Health & Safety within the parameters of your role as Park Manager. In all aspects of your job and the work you and your team carry out you will take Health & Safety into consideration and comply with company policies. You must ensure that you or your team wear the appropriate work wear and protective clothing whenever required.

General Duties

An agreed rest day is essential for your own well-being and it is your responsibility to manage your time accordingly.

You will occasionally be required to carry out duties, as instructed by your Regional Manager, which are not part of your normal working routine. Such requests can be made as long as they are considered to be a reasonable contribution to the smooth running of the company. This could involve providing cover on another campsite if business demands dictate.